Indiana University Health

Video Visits

How to Download & Access IU Health Video Visits

DOWNLOAD THE APP AND COMPLETE FIRST TIME REGISTRATION

- Search the app store on your smart device for "IU Health Video Visits".
- Download and open the free app.
- Swipe left to "Sign Up" page.
- Select "Sign Up" at the bottom of page and complete registration fields.
  - In "Optional Information" section, select "Health Plan" and then select "Onsite clinic provider".
  - In "Subscriber ID" section, enter your Anthem ID number (located on the front of your Anthem insurance card).
- Select "Continue".

(It is a good idea to complete the above steps when the program starts, before any illness. That way, if you or a family member gets sick, you can simply log in and register for a Video Visit.)

CONNECT TO A VIDEO VISIT FROM YOUR SMART DEVICE
When you are ready to see a doctor……...

- Open the IU Health Video Visits app.
- Log in with your email and password used during your first time registration.
- Sync your health information or skip this step.
- Choose a Registration Agent.
- Once connected, the Registration Agent will update your records, walk you through the next steps and connect you with a physician.
  - Before being connected to a physician, you will be asked to rate your registration experience.
- Consult with the physician.
  - After the Video Visit, you will be asked to rate your physician experience.